

Directions: Please complete shaded areas below.

Department Name: DPM Project Name: ADPICS Upgrade	
Project Amount: \$2,295,026	(2 Year Implementation – Hosting Fee, Software Leasing, and Consulting Support Services)
FY 05-06 - \$1,656,610 FY 06-07 - \$ 638,416	
Preparer Name & Contact Information: Tom Blaine: (305) 375-5375, Assistant Director, Department of Procurement Management Mari Saydal: (305) 375-2205, Special Projects Administrator 1 Caryl Coker: (305) 375-3045, IT Project Manager	

Section B

(Complete Only If Asking for Revenue from GF Capital or IT Administrative Fee)

Improves Customer Service

Describe how the other customer departments will be better served by implementing this initiative.

Customer service is achieved on several fronts. These include:

1. County departments will gain efficiencies in processing purchase requests, tracking the status of requests, and responding to vendor inquiries regarding receiving and payment information.
2. This enhancement improves service to the vendor by offering 'easy to use' on-line access information from a browser enabled PC located at home, at the office, or a local library and only needs a fax machine to receive notification announcements.
3. It streamlines vendor interactions and reduces paper work submission across multiple county departments.
4. Small and large businesses can make their offerings available as an electronic catalog limiting their need to require expensive IT solutions.
5. It will allow expediting the RFQ process for county departments. The software incorporates purchasing best practices supported by organizations that the county works closely with such as NIGP, NECC, and NASPO. *The built-in software functionality will provide the features to support the BCC resolutions, as well, as additional procurement functions to advance DPM's vision for achieving "world-class" procurement services for the County and enhanced customer service within the local and non-local vendor community.*
6. It also provides tighter **accountability** and **integration** with DBD promotion of small and micro business enterprise programs. These programs are essential to promoting and ensuring County-based business can grow and prosper. In addition to integration with DBD, occupational licensing information can also be integrated.

Impacts Citizens

Describe how this initiative will simplify or enhance doing business with the County. Also state how this will enhance public perception

The upgrade allows the county to quickly and easily provide Internet accessible to all public solicitation information. Offerings include items such as: (1) access to solicitation documents including information regarding process steps. (2) online vendor bidding and solicitation response submission that saves vendors and the County time and money generating, copying, and processing paper documents. Any size business can access information from a browser enabled PC located at home, at the office, or a local library and only needs a fax machine to receive notification announcements. (3) Access to award compilation results. (4) Award announcements. (4) Secure on-line vendor registration process and vendor profile maintenance.

Improves Business Processes

State how this project will lower costs, speed up key business processes, and/or improve decision making ability. Also indicate if the initiative will improve employee morale, communication, and/or education.

The system strengthens county- and department-wide fiscal accountability while enhancing government access to vendors no matter if they are small or large businesses. It will reduce manual *REQUEST* to *SOURCE* to *ORDER* to *RECEIVE* to *PAY* processes and reporting. It also brings together Business Development, Finance, Procurement, and other vendor information such as licenses and certifications into a single vendor profile, and lessens errors by reducing redundant data entry activities.

The system will provide real-time, end-to-end rules based workflow that graphically shows where a request is in the process and what actions are pending and who they reside with. It captures information regarding processing times. This information will provide DPM management an opportunity to identify and recommend additional purchasing streamlining improvements.

Strategic Alignment to the County's Goals

Describe how this IT Investment lines up with the realization of the County's goals and objectives.

DPM is dedicated to providing exceptional customer service to County departments and vendors who do or want to do business with the County. To achieve this level of service, DPM Agents must become a strategic partner with County Departments versus a process-oriented, transaction-oriented workforce. The vision of DPM is to facilitate value-added purchasing for every Department. This vision requires Procurement Agents to become project managers, leaders and business consultants for the County.

The strategy for achieving "world-class" procurement services for Miami-Dade County involves two (2) key strategies. These strategies include: (1) Ensure the timely acquisition of "best value" goods and services while maintaining integrity and inclusion through a streamlined and responsive procurement process, full and open competition, and best-value goods and services; and (2) Use electronic and "on-line" features to operate and manage the County's procurement activities to reach out to citizens, vendors, and County Departments.

The ADPICS Upgrade directly aligns with the County's strategic procurement vision.

Departmental Participation

State if this project crosses departmental boundaries. Indicate how many other departments will participate in the initiative. Please specify which departments and funding commitments if any.

All county departments are impacted by the initiative. Departments will be required to participate in identifying department workflow, as well as training on the new system. It is anticipated department training will involve 2-6 hours spread out over multiple sessions and will vary depending on the user role. To minimize time away from the office, appropriate training courses will be available online.

No additional department funding is anticipated. For departments using department procurement systems no changes are required to interface to the County's accounting system. In a recent survey, two (2) out of twenty-eight (28) departments have 2 terminals that would need to be replaced. Replacement of terminals with PCs is a planned ETSD initiative to occur during 2005.

Risks

Indicate any risks involved to include procurement delays, personnel delays, and environmental delays to include change of technology, vendors, etc.

The ADPICS Upgrade Analysis report identifies in detail the over all project risks, as well as a breakout of risks for the three phases of the project. The following summarizes the overall risks and risks associated to Phase 1.

Four Initial Project Risks

- Creation of a Statement of Work document and detailed project plan that clearly defines the work, rolls and responsibilities of the County and TIER, and eProcurement functionality that will be delivered for Phase I.
- Development of a Hosting Service Level Agreement (SLA) that meets business and technical requirements, while providing the County a manageable and measurable agreement.
- Identification of County business and technical resources to the project.
- Establishment of a business and technical County training program that is integrated within the project plan, begins on the first day, and doesn't negatively impact the ability to deliver functionality within the target timeframes.

Phase I Implementation Risks

- Information associated to a vendor record is owned by multiple Departments including Finance, DBD, and DPM. While each Department can maintain control and administer their parts of a vendor record, a collaborative effort is required by the three Departments to achieve benefits of an online Vendor enrollment, registration, and profile management system.
- Touch points between ONLINE FAMIS and eProcurement must be clearly defined and coordinated with Finance to ensure purchasing and vendor payments are not negatively impacted.
- Vendor confusion regarding enrollment within the old eProcurement system and a campaign in the new eProcurement system to enroll and possibly register online may occur. Finance, DPM, and DBD must clearly define the Vendor campaign initiative and provide clear and concise instructions.
- Sufficient focus and dedication of County resources to plan, manage, and coordinate a Vendor Communication Campaign is required to gain Vendor and community support for the eProcurement upgrade initiative.

Coordination with ETSD County Web Services unit is required ensure a successful transition of Internet and Intranet web page links to eProcurement solicitation links.

Use of an Enterprise Infrastructure

Will this solution utilize an enterprise infrastructure already in place (yes or no)? Please explain.

The County is moving to the environment to support the web-based system. The recommendation is for the County to use a TIER hosting model for the initial implementation. This will provide ETSD time to plan, implement and train staff on the required hardware and software and removes these activities from the Project's critical path. If ETSD is further along the implementation and training of staff on new web-based system technology, the County could provide the technical hardware, software, and services to run and maintain the system.

Existing infrastructure will be used to connect to the host site. There are no additional County infrastructure expenses.

The County is also engaged in a project to implement an ERP solution in Aviation and Water and Sewer. While this project initially focuses on two departments, it is being considered as a countywide solution for providing a business solution in areas such as: General Ledger, Accounts Payable, Human Resource Management, Payroll, and Procurement. The successful outcome of this two department implementation will influence future county decisions.

The work performed in upgrading ADPICS to an eProcurement solution will be beneficial to the county's ERP future vision. These benefits include:

1. Work performed to evaluate and modify county procurement processes, as well as the use of the modified process in production that provides an opportunity to refine these processes, will reduce the effort to quickly configure a countywide ERP procurement module in the future.
2. Work performed to create online catalogs for goods and services that can be purchased from countywide contracts allows the county to receive immediate dollar savings through aggregate buying, as well as time savings in departments for procuring goods and services. Additionally, the catalogs can be moved to the countywide ERP procurement system saving time and costs for creating them in the future.
3. Implementing the ADPICS upgrade provides county leadership the opportunity to evaluate other business areas (e.g., self-service human resource management, online job recruitment, payroll processing, general ledger, fixed assets, grant management, etc.) where a greater need may exist to move to the ERP first or achievement of County Manager or BCC priorities can be achieved faster and more cost effectively.

Section C

Financial Information

Two financial scenarios are provided for the ADPICS upgrade request. The first scenario presents costs for an external vendor hosting model. The second scenario presents costs for the county to host, or provide the technical support and operations of the hardware and software.

Scenario #1 – ADPICS Upgrade to OLF eProcurement External Vendor Hosting Model

ETSD Dependencies (See Budget Manual)	FY05-06	FY 06-07
Infrastructure	\$ 0	\$ 0
Application Programmer	\$ 0 (No additional ETSD technical support personnel funds are required)	\$ 0 (No additional ETSD technical support personnel funds are required)
Database	\$ 0	\$ 0
Telecommunication	\$ 0	\$ 0
Radio	\$ 0	\$ 0
Etc.		

Department Specific Costs	FY05-06	FY06-07
Personnel	\$ 0 (No additional funds are required for personnel)	\$ 0 (No additional funds are required for personnel)
Hardware	\$ 0	\$ 0
Software	\$ 0	\$ 0
Hosting Fee	\$ 125,500	\$ 75,000
Software Leasing	\$17,324	\$ 20,649
OLF eProcurement Maintenance Fee	\$ 0	\$114,300
ADPICS Maintenance Fees	\$ 0 (funding for ADPICS maintenance is provided under a different funding method)	\$ 0 (funding for ADPICS maintenance is provided under a different funding method)
Consultant Fees – Implementation and Support Services	\$ 1,285,232	\$ 395,845
Consultant Fees - Transitional Help Desk Support	\$ 147,000	\$ 0
TOTAL SCENARIO #1 FUNDING	\$1,575,056	\$605,794

**Scenario #2 – ADPICS Upgrade to OLF eProcurement
 Internal County Hosting Model**

ETSD Dependencies (See Budget Manual)	FY05-06	FY 06-07
Infrastructure	\$ 0	\$ 0
Technical Support – DBA, Security, Operations, Programmer, etc.)	\$ 180,000 (Database, Operations and other personnel are currently not charged to DPM. The amount reflected is an estimate if resources are charged to DPM.)	\$ 180,000 (Database, Operations and other personnel are currently not charged to DPM. The amount reflected is an estimate if resources are charged to DPM.)
Telecommunication	\$ 0	\$ 0
Radio	\$ 0	\$ 0
Etc.		

Department Specific Costs	FY05-06	FY06-07
Personnel	\$ 0 (No additional funds are required for personnel)	\$ 0 (No additional funds are required for personnel)
Software Upgrade Fee	\$ 190,500	\$571,500
OLF eProcurement Maintenance Fee	\$ 0 (maintenance covered under ADPICS Maintenance Fee)	\$ 152,400
ADPICS Maintenance Fees	\$ 0 (funding for ADPICS maintenance is provided under a different funding method)	\$ 0 (funding for ADPICS maintenance is provided under a different funding method)
Consultant Fees – Implementation and Support Services	\$ 1,285,232	\$ 395,845
Consultant Fees – Technical Support	\$ 115,440	\$ 26,640
Consultant Fees - Transitional Help Desk Support	\$ 147,000	\$ 0
Hardware / Software	\$ 145,000	\$ 24,650
TOTAL DEPARTMENT FUNDING	\$1,883,172	\$1,171,035

TOTAL SCENARIO #2 FUNDING	\$2,063,172	\$1,351,035
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